

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: TELEPHONE DIRECTORY COMPLIANCE WITH 199 IAC 22.4(1)"b"	DOCKET NO. NOI-00-1
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ORDER INITIATING INQUIRY PROCEEDING

(Issued June 26, 2000)

The Utilities Board (Board) initiates this inquiry to consider compliance with 199 IAC 22.4(1)"b." The rule provides that a telecommunications utility, which provides local exchange service and publishes an annual directory, shall include in the directory information that the customer may contact the Utilities Division, Department of Commerce, 350 Maple Street, Des Moines, Iowa 50319, (877) 565-4450 toll free, or (515) 281-3839, if a service complaint is not resolved by the telecommunications utility.

A survey of some of the current telephone directories published by telecommunications utilities providing local exchange service shows that many telephone directories do not contain the information required by Board rules. The Board does not know the exact extent of this problem and believes that a complete survey of all telephone directories should be conducted and that all directories should be brought into compliance for their next publication.

To determine the extent of the problem and to ensure future compliance with the rule, the Board will order that all telecommunications utilities providing local exchange telecommunications service shall file a copy of the page that contains the information required by 199 IAC 22.4(1)"b." The Board will name Chuck Seel as the inquiry manager for these proceedings. He can be contacted at the following address:

Chuck Seel
Manager, Customer Services
Iowa Utilities Board
350 Maple Street
Des Moines, Iowa 50319-0069
Telephone: (515) 281-5618
Fax: (515) 281-5329
E-mail: cseel@max.state.ia.us

The desired result of this inquiry is for all telephone directories to comply with 199 IAC 22.4(1)"b" and if they do not currently comply to correct the deficiency with their next publication. This inquiry will be held open to receive copies of the next publication of telephone directories to ensure compliance.

IT IS THEREFORE ORDERED:

1. The Board initiates an inquiry into compliance with 199 IAC 22.4(1)"b."
2. Telecommunications utilities that provide local exchange telecommunications service shall file a copy from their current telephone directory of the pages that comply with 199 IAC 22.4(1)"b," on or before August 1, 2000.
3. Each filing shall also include the copy deadline for their next telephone directory and the month in which the next directory is to be distributed.

4. Within 30 days of the beginning of distribution of the next directory, a copy of the directory shall be sent to the Board. Where multiple companies publish a single directory, the company with the greatest number of white page listings shall assure the filing of one copy of the directory.

UTILITIES BOARD

/s/ Allan T. Thoms

/s/ Susan J. Frye

ATTEST:

/s/ Raymond K. Vawter, Jr.
Executive Secretary

/s/ Diane Munns

Dated at Des Moines, Iowa, this 26th day of June, 2000.